

BOARDS AND COMMISSIONS

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The Boards and Commissions application is used to manage appointment by the Governor to boards and commissions.

The hours of support required for Board and Commissions are listed below.

Application	Support Hours	Days of Week
Boards and Commissions	Business Hours	Monday - Friday

Product Features and Descriptions

Feature	Description
Search	Allows the search by board member or by board.
Data Entry Boards	Entry of the board information such as the code requiring the board to be created the compensation of members the department responsible for the Board and other information
Data Entry Members	Allows the entry of information about board members.
Data Entry Membership	Information about the appointment, the person's qualifications, the length of the appointment, the date of appointment and other data.
Applications	Allows individuals to make applications on the Internet for board positions.
Web reports	Allows the public to see the boards and the openings that will be available.
Vacancy	Create openings for which applicants are considered. Make appointments and close vacancies.

Features Not Included

State of Utah

Product Description

Feature	Explanation

Rates and Billing

Feature	Description	Base Rate
Application Bug Fixes and Enhancements	Programming and testing of Boards and Commissions and associated applications and interfaces to fix reported bugs, implement changes.	See DTS Approved Rate
Application DBA Support	Perform modifications to the database needed to accommodate the implementation of change requests.	See DTS Approved Rate
Network Support	Monitoring, troubleshooting and support to ensure uptime and sufficient performance.	See Infrastructure Network Support product
Support	Support to the departments after they have talked to their analyst	See DTS Approved Rate
Desktop Support	Enterprise Desktop Support	See Enterprise Desktop Support Product
Enterprise Hosting Services	Monitoring, troubleshooting and support to ensure uptime and sufficient performance for State and County Offices.	See Hosting Support product
Security Services	Enterprise Security Services	See Enterprise Security Services product

Ordering and Provisioning

Requests are made to the IT Director by the individual assigned to manage Boards and Commissions.

DTS Responsibilities

1. Programming and testing modifications to the application to fix reported bugs and implement enhancements to accommodate legislative mandated changes and changes in business practices.
2. Define technical requirements for enhancement requests.
3. Performing back-end database updates to fix bad data causing problems in the application.
4. Providing desktop support to fix problems with equipment used to run the Boards and Commissions application, print documents.



State of Utah

Product Description

Agency Responsibilities

1. Notify DTS/GO of any problems with the current system.
2. Provide first line support to departments. Download the initial data and distribute to the departments the program and database.

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Boards and Commissions	This system will be available 24 X 7 365. DTS will provide support during Governor's Office regular business hours.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%

Critical priority – 30 Clock minutes	95%
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First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied